



Minutes – Lakeland Communities Health Advisory Council March 13, 2019 - 5:00 p.m. to 8:00 p.m. Elizabeth Metis Settlement – Community Hall

HAC members: Robert Deresh (Vice Chair), Glenn Andersen, David Beale, Zicki Eludin,

AHS: Rob Barone, Melony Cole-Zettler, Amy Cutter (Public Health), Jason Gabriel, Cindy Harmata, Reggie Jackson

Public: Kathy Lepine, Lori Desjarlais (Elizabeth Metis Administration) Robynne Henry (Reporter for Bonnyville Nouvelle)

Regrets: Pat Palechuk (Chair), DeAnne Gelata, Parrish Tung, Brydon Ward, Violet Wells

| <i>Agenda Item</i> | <i>Discussion</i> | <i>Action</i> |
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| Welcome and Introductions | Robert Deresh welcomed those in attendance and acknowledged the meeting being on Metis Region 2 land. | |
| 1. Council Quorum | <p>As per the Health Advisory Council Bylaw, Article 9, Section 9.4:</p> <ul style="list-style-type: none"> <i>“A quorum shall consist of 50 percent plus one (1) of the members then in office. A resolution may be passed, or action taken on any matter, only where a duly constituted meeting has been called and a quorum is present at the time the resolution is put forward. In the event that a quorum is not present, the meeting may proceed; however, any action or resolution shall be deferred to the next meeting where a quorum is present”</i> <p>Council Chair noted that council quorum was not established. Council has agreed to continue with an informal meeting.</p> | |
| 2. Review of Agenda | As the required quorum was not achieved at this meeting, see Bylaw Article 9, Section 9.4, the agenda cannot be approved. A review of the agenda for revisions and edits took place. | |
| 3. Review of Minutes | As the required quorum was not achieved at this meeting, see Bylaw Article 9, Section 9.4, the minutes cannot be approved. A review of the minutes for revisions and edits took place. | Minutes from Nov, Jan, March to be presented for approval at next council meeting when quorum is achieved. |
| 4. Presentations | Rob Barone and Jason Gabriel provided a presentation on Alberta Health Services EMS | |

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| <p>4.1. Emergency Medical Services (EMS)– Rob Barone-Associate Executive Director EMS North Zone and Jason Gabriel, Manager EMS North Zone</p> | <p>Operations Overview and highlights were:</p> <p>Creation of AHS EMS</p> <ul style="list-style-type: none"> • April 1, 2009 with the merging of 74 EMS agencies into one provincial system • Previous services included: <ul style="list-style-type: none"> ▪ Municipal ▪ Private ▪ Not-for-profit (society/volunteer) ▪ Hospital based ▪ Fire / EMS Integrated <p>EMS delivered via one of two methods</p> <p>Direct Delivery: AHS owned and operated service</p> <p>Contracted Provider: service outsourced as</p> <ul style="list-style-type: none"> • Municipal • For-profit • Not-for-profit service provider <p><u>North Zone EMS</u></p> <p>Practitioners (Direct Delivery Only). There are:</p> <ul style="list-style-type: none"> • 65 Advanced Care Paramedics • 225 Primary Care Paramedics • 8 EMR's <p>Service Model. There are:</p> <ul style="list-style-type: none"> • 23 Direct Delivery Locations • 22 Contract Provider Locations • 80 EMS Resources <p>EMS Successes</p> <p>Medical Control Protocols (MCPs)</p> <ul style="list-style-type: none"> • Evidence based & standard approach to patient care across the Province • Consistently being reviewed / updated based on current best practices <p>Medical Oversight</p> <ul style="list-style-type: none"> • EMS Medical Director available to practitioners 24/7 • Referral, Access, Advice, Placement, Information & Destination (RAAPID) and Shock Trauma Air Rescue Service (STARS) Transport Physicians available 24/7 <p>Stroke Ambulance</p> <ul style="list-style-type: none"> • Deployed out of University of Alberta (U of A) – Decreased “Door to Needle | |
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| | <p>Time”</p> <ul style="list-style-type: none"> • Portable CT Scanner – Live video feed to Stroke unit <p>Quality Assurance Program</p> <ul style="list-style-type: none"> • Patient Care Reports peer audits • Quality Assurance / Medical Director audits <p>Community Care Paramedic Program</p> <ul style="list-style-type: none"> • Non-Emergency Home Care • Referral Program <p>Learning & Development Program</p> <ul style="list-style-type: none"> • New recruit training / certification – theory and skills • Patient simulation training • Psychological Health and Wellness <p>Centralized Dispatch</p> <ul style="list-style-type: none"> • Mapping and Global Positioning System (GPS) tracking for closest resource to be deployed with in-vehicle navigation • System efficiency through coordination of IFT events traveling common corridors <p>Technologies</p> <ul style="list-style-type: none"> • Alberta First Responder Radio Communication System (AFRRCS) – Provincial Radio System • Electronic Patient Care Reporting (E-PCR) – Electronic Records • Power Cots (Stretchers) and Stretcher Lifts • Stroke Ambulance – Mobile CT Scanner <p>Current EMS Challenges</p> <p>Advanced Care Paramedic (ACP) recruitment / retention – Strategies:</p> <ul style="list-style-type: none"> • Provincial hiring strategy – ACP ratios • Working with Alberta College of Paramedics – mobility legislation • Continuing to work with the Northern Lakes College ACP program (first Graduation May 2018) • Working with Charles Stuart University in Australia to recruit ACP graduates to northern Alberta • High School First Responder and EMS Cadet Programs <p>System Capacity</p> <ul style="list-style-type: none"> • Consistent call volume increase since 2009 while resource levels remain relatively unchanged in same period | |
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| | <ul style="list-style-type: none"> • Increase in Inter Facility Transfers (IFT) requests with notable increase in low acuity patient transfers • Increased time-on-task due to increased wait times at receiving facilities <p>System Capacity - Mitigating Strategies</p> <ul style="list-style-type: none"> • Additional Non-Ambulance Transfer (NAT) resources • Dispatch technologies – iRequest, Optima, and LOGIS. • Coordination of air and ground & Scheduled air ambulance run • Working with receiving hospitals to decrease EMS wait times • Community Paramedics & Treat and Refer Protocols • Community Health and Prehospital Support (CHAPS) program • Palliative and End of Life Care EMS Protocol | |
| <p>4.2. Bonnyville Opioid Dependency Program – Reggie Jackson, Area 8 Manager, Addiction and Mental Health Services</p> | <p>Reggie Jackson provided a presentation on the Opioid Dependency Program and highlights were:</p> <ul style="list-style-type: none"> • ODP clinic is a direct response to the opioid crisis. • Main concern in this region is fentanyl. • Crisis is caused by prescription misuse, cost is a factor. • Prolonged use causes phantom pain. • 2 main medication used for treatment. <ul style="list-style-type: none"> ○ Suboxone and methadone. • Prescribing physicians are based out of Calgary – telehealth is used for treatment • Work closely with pharmacist for dosing for treatment • Provides multiple providers insight into addictions treatment • Suboxone comes in a liquid form – preferred method of treatment. • Standardized practice across the zone. <p><u>Questions council had for Reggie were:</u></p> <p>Zlcki - 40 years of being a pharmacist he has noticed knowledge and education of prescribers has shifted. A lot of it starts as legitimate pain management – turns into misuse and then abuse.</p> <p>Reggie – There is a direct correlation. We are now working to find the right set of boundaries, work with pain clinics to gain insight to manage pain.</p> <p>David – So they go to the ODP clinic, then you send them to detox and then where do they go?</p> <p>Reggie – We hope they use skills they learned in residential setting into their outpatient setting.</p> <p>Relapse is planned part of treatment, its part of harm reduction.</p> | |
| <p>5. Old Business 4.1 Business Arising</p> | <p>The following are action items from the past minutes.</p> <ul style="list-style-type: none"> • Minutes from Nov and Jan to be presented for approval at next council meeting when | <p>Capital management response to sidewalks –</p> |

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| <p>from the Minutes</p> | <p>quorum is achieved</p> <ul style="list-style-type: none"> • Melony to add second presentation in Lac La Biche to work plan and work with Dr. Lewanczuk to arrange an information session in September. In Progress. • Melony to provide Violet with contact information for the Patient Relations department. Complete. • Melony to order items to promote awareness of Council before the end of the fiscal year. Complete. • Cindy to look into Zicki and Pat’s concern about the sidewalk repair. In Progress. | <p>assessment is being done.</p> <p>Space review being done in St Paul.</p> |
| <p>6. New Business</p> | | |
| <p>6.1 Voices of the Community</p> | <p>Kathy Lepine stated there are problems with EMS and RCMP being able to find where they are going in the community. They are currently working on improving signage and mapping to see if this will help improve service response times. Elizabeth Administration are currently working with the community members to share what is available in the community for health services. The health board is working on getting a health liaison to work in the communities to share what services are available in each community.</p> | |
| <p>6.2 North Zone Update – Cindy Harmata, Senior Operating Officer</p> | <p>Cindy Harmata provided the following update:</p> <p><u>Workforce News</u></p> <ul style="list-style-type: none"> • Boyle RN Shortage - Continued recruitment has resulted in all full-time RN positions anticipated to be filled by end of March 2019. Additional casual RNs have been secured to work Boyle and Athabasca. • Social Worker hired for Athabasca to begin March 2019. • Recreation Assistant hired for Smoky Lake. • Cold Lake Healthcare Centre Emergency Department Unit Clerk hours have increased to seven days a week, twelve hours per day. Physicians and RNs state that this has greatly improved their workload. <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> • Security upgrade at the Athabasca Healthcare Centre is ongoing. New access cards are being distributed to all staff and volunteers. Emergency stations are now situated in Visitor and Staff parking areas for increased safety. • The security cameras in the Cold Lake Healthcare Centre have now all been installed and are fully operational. As well, the new swipe system is now fully functional. • Lac La Biche (W.J. Cadzow) Healthcare Centre Security Upgrade is progressing with a | <p>Melony to look into Clinical Telehealth presentation to for future meeting.</p> |

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| | <p>completion date of March 1, 2019.</p> <ul style="list-style-type: none"> • HVAC Upgrade Boyle Healthcare Centre - Town stakeholder’s meeting was held January 10th to ensure public and dignitaries were aware of upcoming service disruptions. The Emergency room will be moved back to its original location starting February 14th, and at this time all inpatient beds will be closed for further admission until process is complete. ER capacity will be increased by 4 stretchers to house patients requiring overnight observation. Patients requiring admission will be transferred to surrounding facilities until project is complete. • Lac La Biche (W.J. Cadzow) Healthcare Centre CT Scanner renovation is in progress with anticipated completion date of March 2019. The CT Scanner was delivered February 26, 2019. <p><u>Major Events and Initiatives</u></p> <ul style="list-style-type: none"> • Lac La Biche (W.J. Cadzow) Healthcare Centre Foundation Donor wall has been erected with positive reviews by donors, staff and visitors. The Foundation is organizing Montreal Canadian alumni hockey game as a fundraiser in March. • The St. Paul & District Hospital Foundation have graciously funded a bariatric bed for Acute Care as well as a laparoscopic camera for the OR. • Cold Lake Healthcare Centre received a maxi move lift, a MUSE ECG machine and a new defibrillator, courtesy of Hearts for Healthcare. Two new telemetry units and an Intellivue monitor have also been funded by Hearts for Healthcare. • Opioid Brochures - AHS Emergency Strategic Clinical Network has launched their newly developed Opioid patient and family education brochures. They partnered with over 150 patients and families with lived experience to understand the required education needs with patients suffering with Opioid use disorder. • Addiction and Mental Health is participating in the Community Advisory Committee on Mental Health in Lac La Biche which is being led by Portage College. The mandate of the committee is to coordinate a community based approach to promote awareness and community knowledge of mental health; an enhanced and multidisciplinary response to mental health; advocate for resource to implement a community plan of action. • Through Enhancing Care in the Community funding initiative we have been able to enhance our Child & Youth Tele- Psychiatry supports in the Zone and develop a new Zone Virtual Children’s Mental Health Program. This program is designed to support local teams in the rural and remote areas of the North Zone to provide services to complex presentations of mental illness in children and youth. This is in addition to the current and established child and youth psychiatry | |
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| | <p>services. Families also have the option to connect with a therapist in their child’s school, local PCN or through private therapy agencies in their local community.</p> <ul style="list-style-type: none"> • The Bonnyville Area Mental Health Travel Team continues to expand engagement of Fishing Lake and Elizabeth Settlement. AHS leadership has met with area council in both settlements for feedback and opportunities for future collaboration. Addiction and Mental Health manager has reached out to Fishing Lake and Elizabeth Settle to review the Cultural Helper position and next steps so the position can be posted with as much consensus as possible. | |
| <p>6.3 Physician Recruitment Report – Gail Hachey, Physician Resource Planner, Medical Affairs</p> | <p>Gail Hachey provided a report on physician recruitment:</p> <ul style="list-style-type: none"> • Bonnyville- Two Family Medicine positions; one Family Medicine with Anesthesia; one Family Medicine with Obstetrics. • Cold Lake- Two Family Medicine with Anesthesia; one Family Medicine with Enhanced Surgical Skills; one Family Medicine with Low-Risk Obstetrics. • Lac La Biche - One Family Medicine with Obstetrics; one Family Medicine with Enhanced Surgical Skills. • Smoky Lake- Two Family Medicine positions. | |
| <p>6.4 Advisory Council Update Melony Cole-Zettler, Advisory Council Coordinator</p> | <p>Melony Cole-Zettler provided the following Advisory Council Coordinator update:</p> <ul style="list-style-type: none"> • Tell your story in a storytelling video • Become a patient – family advisor • Recruitment campaign update • Annual satisfaction survey • Top 5-10 issues • Important Action Items for 2019 meetings • Kudos • 2019 Advisory Council’s Fall Forum • Budget update \$3026.21 after purchase of promotional items. | |
| <p>6.5 Work Plan Progress and Upcoming Priorities</p> | <p>As the required quorum was not achieved at this meeting, see Bylaw Article 9, Section 9.4, the 2019- 2020 Work Plan and Annual Reports cannot be approved. A review of the Work Plan for revisions and edits took place.</p> | |
| <p>7. Council Roundtable and Good News Stories</p> | <p>The following members and public members shared the following information:</p> <ul style="list-style-type: none"> • David Beale- Alberta Seniors and Housing Association update – They are trying to improve the number, quality and type of home care services in rural long term care residents because that is the resident’s home. In urban areas, care is primarily contracted by the facilities. Lac La Biche and Bonnyville have been selected by Canadian Mental Health Association for the | |

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| | <p>Rural Mental Health Pilot Project. David will become an animator in his community for this project and provide updates as this project goes. Good news - Bonnyville Chamber of Commerce recently held their Mental Health Works event and provided an overview of what mental health is and the benefits of having a mentally healthy workplace. The amalgamated Lakeland PCN is being discontinued – Bonnyville Victim Services will be picking up grief support group in the community.</p> <ul style="list-style-type: none"> • Zicki Eludin- CT scanner is now up and running in Lac La Biche. Should be ready for patients soon. The Lac La Biche Hospital Foundation is presenting a business case for a new cataract surgery unit. New sonographer in Lac La Biche has now done over 3000 scans. • Glenn Andersen – Lakeland PCN Executive Director, Rob Foote has been let go and they are splitting again. They were doing great things for the community, waiting to see what will happen in the future. St. Paul Hospital fundraiser went well, they set a goal of raising \$124,000 for new equipment • Robert Deresh - Hearts for Healthcare Cold Lake – Meeting cancelled this month, he will bring HAC applications to next meeting as we are recruiting members in Cold Lake. • Reggie Jackson – Bonnyville Addiction and Mental Health have been hosting free workshops on anxiety, depression and understanding addiction. They have been really well received, lots of great feedback. Mental Health travel teams supporting Elizabeth Metis Settlement and Fishing Lake Metis Settlement travel nurses are almost fully staffed. Postings for Community Health Representatives have been put up in both communities. | |
| <p>8. Meeting Evaluation and Adjournment</p> | <p>Moved by Robert Deresh to adjourn the meeting at time 7:57 p.m.</p> | |
| <p>9. Next Meeting</p> | <p>The next meeting will be: Date: May 8, 2019 Time: 5:00 p.m. to 8:00 p.m. Place: Cold Lake Healthcare Centre – Cafeteria Boardroom</p> | |